

YOU ARE THE ONE WHO DECIDES!

SPEND 5 MINUTES TO GET TO KNOW YOUR ENERGY CONSUMER RIGHTS!



Dear Customers,

Starting from 1st January 2015 you, as a household customer, will have the right to choose your electricity supplier. This means that you will have the opportunity to decide from which supplier you will receive electricity and to choose the supply offer that suits you best.

In simple words, it is called “electricity market opening”.

A bit of technics

The electricity you are using is produced at specific facilities – power plants. To reach your house it flows through power networks. Your house is connected to the distribution network managed by a company serving the area where you live. This company is responsible for physical delivery of electricity to your house.

A bit of economics

Currently, you, as a household customer, have a contract for electricity supply with the company that historically has provided this service in your area. In Bosnia and Herzegovina, it is the same company to the distribution network of which your house is connected. Your supplier is responsible for buying (and/or producing) electricity in order to sell it to you. Basically, this is the company you pay for electricity to.

What is going to change? – ECONOMICS not TECHNICS

With the opening of the market every customer has the opportunity to switch to a new supplier. This means that your current supplier will no longer be your only choice and you are not obliged to keep it.

If you use your right, you change the entity you pay for energy.

Technics remains the same - the physical connection does not change!

What are the reasons to switch? – YOU ARE THE ONE WHO DECIDES

You are not just the consumer but the client for the company. As a client you have the right to assess the pricing policy of your supplier, the level of customer service, payment options and so on. In case you are not satisfied with the current service or you have found a better deal from another supplier – you may make use of your right to switch.

How to switch?

Electricity suppliers propose a variety of offers. You look at different offers from different suppliers and choose the one that may assure you the best offer in terms of price, performances and so on. Once you make decision, contact the new supplier.

What are the benefits? - IT DEPENDS ON YOUR CHOICE

If you are thinking of changing your supplier, this means that you are not satisfied with the current one or that another supplier provides a better offer.

Of course, one of the main criteria is the electricity price. You may save money if the price of your new supplier is lower than the price you are currently paying. If you don't find better offers on the market, you may stay with your current supplier.

On the open electricity market you can change your supplier again if you are not satisfied with the new one.

Where to find a new supplier?

With the opening of the market new suppliers will start serving households and advertising their offers. It is up to you to select the best offer and make use of your right to choose.

Do I have to change supplier? – NO

You are not obliged to change supplier if you don't want. Moreover, your current supplier is obliged to supply you with electricity at prices that the competent regulatory authority will continue to regulate.

How are my rights on the electricity market protected? – YOU ARE BETTER PROTECTED IF YOU ARE AWARE OF YOUR RIGHTS

The energy regulatory authorities in Bosnia and Herzegovina are your partners on electricity market related issues. The State Electricity Regulatory Commission, the Regulatory Commission for Energy in the Federation of Bosnia and Herzegovina and the Regulatory Commission for Energy of Republika Srpska issue rules guaranteeing fair competition and information to customers on their rights, current legislation, new contract and means of dispute settlement.

This notice is an introductory tool in order to give you a first insight on what is going to happen soon in the electricity markets. The public authorities continue to work on further development of the comprehensive legislative and regulatory rules on the electricity market.

INTERESTED IN MORE DETAILS?

To find out more information on the opening of the electricity market and switching procedure you may visit websites of the regulatory authorities in Bosnia and Herzegovina.

- State Electricity Regulatory Commission (SERC) – www.derk.ba
- Regulatory Commission for Energy in the Federation of Bosnia and Herzegovina (FERK) – www.ferk.ba
- Regulatory Commission for Energy of Republika Srpska (RERS) – www.reers.ba